

QUALITY CUSTOMER SERVICE STANDARDS

A COMMITMENT TO RESIDENTIAL SOLID WASTE & RECYCLING CUSTOMERS

This commitment to provide quality customer service has been adopted by the company which you are choosing to provide your residential waste collection service.

YOU are important to us as a customer. We understand that reliable service is as important as the price you pay for that service. We want your experience with our company to be positive. We want you to know what services you can expect for the price you are paying, and we want you to be satisfied with the services you are receiving. Therefore, we commit to the following basic principles:

1. We will provide separate collection for trash and recycling as agreed.
2. We welcome your feedback about our services and will maintain a customer service telephone line (and website) to receive your comments, answer your questions and address your concerns.
3. We will diligently address your customer service inquiry within one business day of being notified.
4. We will operate safely in your neighborhood and use employees trained for the job.
5. We will use environmentally friendly products when we can.
6. We will not collect in your neighborhood before 6:00 a.m.
7. When it is necessary to increase your base rate, we will notify you of the amount of the increase at least 30 days before it takes effect.
8. If you require services in addition to those covered by your base rate, we will either provide those services for an additional charge or let you know where you might obtain such services if we are unable to provide them.
9. We will distribute information to every new customer regarding our policies and procedures, including acceptable materials for curbside recycling and collection, and will update that information as changes occur.
10. We will provide refunds to customers who cancel service in accordance with our policies.

To reach us, call:

Email us at:

Thank you for choosing a company that is committed to quality customer service!

RESIDENTIAL SOLID WASTE & RECYCLING QUALITY CUSTOMER SERVICE PROGRAM

All solid waste collection companies operating in Fairfax County are permitted by Fairfax County and are required to be bonded, insured and to operate within the requirements of Chapter 109 Code of Fairfax. This Quality Customer Service Program is a voluntary program, developed through a joint effort of the Solid Waste Task Force, the Fairfax County Chamber of Commerce, the solid waste collection firms operating in the county, and the Fairfax County Solid Waste Management Program.

This program is intended to provide customers with a general understanding of waste collection and recycling practices and the standards of customer service they can expect from their collectors. Collection companies that participate in this program have committed to provide their customers with a high level of service for their solid waste needs. This commitment enhances safe, timely and environmentally sound waste collection and the level of customer satisfaction with these services.

Improvements in environmental standards and goals, equipment limitations, safety standards and labor guidelines have resulted in a specialized array of collection and disposal practices that may appear unusual to some residents. The hope is to provide residents with a better understanding of current collection practices, the nature of the services that are available and the costs associated with these services, and to insure that residents are satisfied with the reliability of the services for which they subscribe.

A list of the solid waste collection firms who have adopted the Quality Customer Service Standards will be maintained on the county's website.

Fairfax County is responsible to enforce compliance with the County's waste collection activities under the County code. County code can be reviewed on the County's website at: <http://www.fairfaxcounty.gov/dpwes/trash/recyclingtrash.htm>. **This Quality Customer Service Standards document is not a code enforceable document.**

Fairfax County provides a wide array of waste services outside of the normal trash collection provided by your private contractor. These include disposal at County disposal sites for household hazardous waste, white goods, brush, and yard waste and recyclable materials. These services and related programs can be reviewed at: <http://www.fairfaxcounty.gov/dpwes/trash/recyclingtrash.htm> or you may call the County Solid Waste Management Program at 703-324-5230. You can also review a list of all solid waste collection firms permitted to operate in Fairfax County at this web location.